Vacancy Announcement

Announcement #	438-10143	**Position**	Program Support Assistant		
PayPlan	GS	**Series**	0303		
TargetGrade	6	**Target PD**		**Pay Range**	$34,907-$45,376
Dev Grade	5	**Dev PD**		**Dev Pay Range**	$30,772 - $40,005
1st Dev Grade		**1st Dev PD**		**1st Dev Pay Range**	
Opens	05/10/10	**Closes**	05/28/10	**Openings**	1

Tour of Duty, etc	Full Time, Monday-Friday; 8:00 a.m. - 4:30 p.m.
Special Comments	The procedures outlined in AFGE Master Agreement, Article 22, Section 8 will be followed. First consideration will be given to current Sioux Falls VAMC employees.
Service	Extended Care & Rehabilitation Service Line
Section	
Area/Consideration	VA Employees, Veterans, Status Eligibles
Duty Site	Sioux Falls, SD
Major Duties	The incumbent provides a full range of administrative and clerical support to the Medical Foster Home, Palliative Care Programs, Community Health Program, Programs for All-Inclusive Care for the Elderly (AACE) and the Veteran Directed Purchased Home Care Program. Serves as the principal clerical and administrative support person for these programs. The incumbent enters, updates and maintains all required files and databases for these programs. Ensures prompt completion of orders from home health agencies, including obtaining requested physician's signature and the sending and tracking of orders for patient's records. The incumbent maintains the appointment schedules for staff. Conducts scheduling activity for assigned clinics based on established scheduling policy and procedures. Types minutes and maintains monthly log of minutes for all Palliative Care and Medical Foster Care meetings and independently prepares the agenda for the meetings. Creates and compiles weekly, monthly, quarterly and annual reports including special or

recurring reports. Compiles all statistical and cost accounting data for the Palliative Care Program and Medical Foster Care Coordinators as well as the EC&R SL Site Director. Reviews all correspondence/publications prepared for the signature of individuals to ensure correct format, grammar, spelling, punctuation, appearance and assembly. Composes select correspondence to patients and medical providers as needed. Assists staff assigned to Network-wide activities in the performance of their duties. Gathers and inputs prepared data for mandated reports. Creates new forms, charts and posters utilizing Calendar Creator, Power Point, Excel, VISIO and Microsoft Word. Collects and types quality, improvement data/reports for ongoing monitors and completes chart reviews for data retrieval for monitors. Maintains, and protects printed and electronic fillies containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy and VHA policy Serves as backup to Home Based Primary Care Program Support Assistant, EC&R SL.

Time In Grade

Qualifications   Applicants must have demonstrated that they have a sufficient level of knowledge, skills and/or abilities listed in Duties and Responsibilities and must possess the required competence to be rated eligible for consideration.

GS-5: Applicants must possess one (1) year of specialized experience equivalent to the GS-4 level OR four (4) years of education above the high school level.

GS-6: Applicants must possess one (1) year of specialized experience equivalent to the GS-5 level.
General Experience: Progressively responsible clerical, office, or other work that indicates ability to acquire the particular knowledge and skills needed to perform the duties of the position to be filled. One year equivalent to at least the next lower grade.

Specialized Experience: The experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position. Such experience may have been gained in such positions as program support clerk, patient services assistant, and secretary.

The complete OPM Qualification Standards Handbook defining

the general and specialized experience as well as the provisions to substitute education for experience is available for review in the Human Resources Management Service.

Rating Factors   KSAO #1: Knowledge of office operations, i.e. directives, administrative practices and clerical procedures, security regulations, correspondence manuals and prescribed filing systems..

KSAO #2: Ability to communicate courteously, clearly and concisely both orally and/or in writing with people from a variety of backgrounds. This includes dealing effectively with people on a one-to-one basis.

KSAO #3: Ability to organize office clerical procedures to ensure proper workflow including maintaining schedules and controlling reporting systems.

KSAO #4: Knowledge and ability to operate and correctly perform operations on the Veterans Health Administration Information Systems Technology Architecture (VISTA) and personal computer programs to enter and extract pertinent data.

Application Process   Current Sioux Falls VAMC Employees
• Complete and current OF-612, "Optional Application for Federal Employment" or resume.
•Copy of latest performance evaluation
•Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.

External Applicants must submit an application package consisting of:
• Complete and current OF-612, "Optional Application for Federal Employment" or resume. If you are submitting a resume, it must include the following information:
A. Announcement Number, Position Title, Pay Plan, Occupational Series and Grade.
B. Full legal name and complete mailing address
C. Daytime, as well as evening telephone numbers, including area code.
D. Country of Citizenship
E. Social Security Number
F. For experiences most relevant to the position, include name and address of employer, job title, starting and ending dates (month and year), average hours worked per week,

supervisor's name and telephone number, and a description of your duties. If the position is (was) with the Federal government, state the series and grade or pay level. Indicate if we may contact your current supervisor.

G. Highest Federal Civilian grade held, along with the position title, occupational series and dates held.

H. For all colleges/universities attended, provide name, location and dates of attendance. Specify type and date of degree awarded, if any.

I. Description of training, honors, awards, recognition, license or certification relevant to the position.

• OF 306, "Declaration for Federal Employment. You must complete this form to determine your acceptability for Federal employment.

•Copy of latest performance evaluation

• SF-50 "Notification of Personnel Action" - Attention all previous and current Federal Status Eligible Candidates and any Veteran who received a career conditional/career appointment based on the Veteran Employment Opportunity Act (VEOA), must provide their last or most recent appointment/promotion SF-50, 'Notification of Personnel Action' which indicates proof of competitive status.

•Responses to Rating Factor (KSAO) listed above, addressed individually on plain sheet of paper or VA 4676a "Employee Supplemental Qualifications Statement". Failure to provide this information will deem the applicant ineligible for consideration for the position.

•If a veteran: Veterans Preference eligible's, including VRA 30% disabled, must submit a legible copy of ALL DD-214's showing all dates of service as well as character of service (honorable, general, ect.). Note: More than one DD-214 may be needed to show all dates of service. You will be given preference based on the information you submit with your application. Failure to provide this information will deem the applicant.

• Disabled veterans and other veterans eligible for 10-point preference must also submit an SF-15 with current proof of a service-connected disability. 10-point preference will only be given when proper documentation is submitted.

•References: Provide name, address, phone and relationship for three to four references

Each position that you apply for requires a separate application with the Vacancy Announcement for the position for which you are applying printed clearly on the application.

These forms may be obtained through the Human Resources Office or from www.siouxfalls.va.gov.

Application packages are to be submitted to and received in the VA Medical Center, Human Resources Office, 2501 W. 22nd St., Sioux Falls, SD 57105 not later than the closing date.

For additional information contact Patricia Hinzman, (605) 333-6852 or Patricia.Hinzman@va.gov.

WHAT TO EXPECT NEXT: Once your complete application is received we will conduct an evaluation of your qualifications and determine your ranking. The most highly qualified candidates will be referred to the hiring manager for further consideration and possible interview. We expect to make a selection within 30 days of the closing date of this announcement. You will be notified of the outcome.

EQUAL EMPLOYMENT: Applicants will receive consideration without regard to race, color, sex, religion, partisan political affiliation, national origin, age, physical or mental handicap.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in processing.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.